

# 2003 SEASON TICKET HOLDER HANDBOOK











THE CLEVELAND CLINIC Every Life Deserves World Class Care

All photos: Gregory Drezdzon

# CLEVELAND INDIANS 2003 SEASON SCHEDULE

SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SAT
30	31 BAL • 3:05	1	2 BAL • 7:05	3 BAL ● 7:05	4 KC ● 8:05	5 KC • 205			1 KC • 8:05	2 KC • 8:05	3 MIN • 8:05	4 MIN • 7:05	5 MIN • 7:0
6 KC ● 2:05	7 CWS • 1:05	8	9 CWS • 7:05	10 CWS • 7:05	11 KC • 7:05	12 KC • 1:05	6 MIN • 2:05	7	NYY 7:05	9 NYY • 7:05	10 NYY • 7:05	11 CWS 9 7:05	12 CW
13 KC 1:05	14 KC • 7:05	15 BAL • 7:05	16 BAL 9 7:05	17 BAL • 7:05	18 CWS • 8:05	19 CWS • 2:05	13 CWS • 1:05	14	15 LL-STAR GAME	16	17 NYY • 7:05	18 NYY • 7:05	19 NY
20 CWS • 205	21 CWS • 2:05	22 SEA @10:05	23 SEA •10:05	24 SEA	25 OAK •10:05	26 OAK • 4:05	20 NYY • 1:05	21 CWS • 8:05	22 CWS • 2:05	23 DET • 7:05	24 DET • 7:05	25 MIN 9 7:05	26 MII • 7:0
27 OAK • 4:05	28	29 ANA • 7:05	30 ANA • 7:05		CH/A		27 MIN • 1:05	28	29 OAK •10:05	30 OAK •10:05	31 OAK • 3:35	JU	
SUN	MON	TUE	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SA
MAY ANA				2 TEX • 7:05	3 TEX • 1:05	AUGUST					1 TEX • 8:05	2 TE.	
4 TEX ● 1:05	5	6 ANA ●10:05	7 ANA ●10:05	8 ANA •10:05	9 TEX • 8:05	10 TEX ● 8:05	3 TEX ● 8:05	4	5 SEA • 7:05	6 SEA ● 7:05	7 SEA • 7:05	8 ANA • 7:05	9 AN
11 TEX ● 3:05	12	13 SEA • 7:05	14 SEA • 7:05	15 SEA • 7:05	16 OAK • 7:05	17 OAK ● 7:05	10 ANA • 1:05	11 MIN • 8:05	12 MIN • 8:05	13 MIN • 8:05	14 MIN • 1:05	15 TB • 7:05	16 TE • 79
0AK • 1:05	19 DET • 7:05	DET • 7:05	DET • 7:05	DET • 7:05	23 BOS • 7:05	BOS <b>A</b> 1:05	17 TB • 1:05	18 TB ● 7:05	19 MIN • 7:05	MIN • 7:05	21	22 TB ● 7:15	23 TE
BOS • 205	26 DET ● 1:05	27 DET • 7:05	28 DET 1:05	29	30 CWS • 7:05	31 CWS • 1:05	24 TB 1:15 1:05 TOR 31	25	26 DET • 7:05	27 DET • 7:05	28 DET • 7:05	29 TOR • 7:05	30 TO • 7:
SUN	MON	TUE .	WED	THU	FRI	SAT	SUN	MON	TUE	WED	THU	FRI	SA
CWS 1:05	2 CWS •12:05	3 COL • 9:05	4 COL • 9:05	5 COL • 3:05	6 AZ ●10:05	7 AZ ▲4:05		1 DET • 1:05	2 DET • 7:05	3 DET • 7:05	4 DET 1:05	5 CWS • 8:05	6 CW
AZ ● 4:35	9	10 SD 7:05	SD 7:05	12 SD 7:05	13 LA • 7:05	14 LA • 3:05	7 CWS 205	8	9 KC • 8:05	10 KC • 8:05	11 KC • 205	12 MIN • 7:05	13 MII
15 LA 0 1:05	16	17 DET • 7:05	18 DET • 7:05	19 DET • 1:05	20 PIT • 7:05	21 PIT • 7:05	14 MIN 1:05	15 MIN • 7:05	16 KC 7:05	17 KC • 7:05	18 KC • 7:05	19 BOS • 7:05	20 BO
22 PIT • 1:35	23	24 KC	25 KC	26 KC	27 CIN	28 CIN • 1:05	21 BOS • 1:05	22	23 MIN • 8:05	24 MIN • 8:05	25	26 TOR • 7:05	27 TO
29 CIN 1:05	30 KC • 8:05	JUNE				28 TOR • 1:05	29	30	SEPTEMBER				

ALL TIMES ARE EASTERN TIME AND SUBJECT TO CHANGE.
ALL GAMES BROADCAST ON THE INDIANS RADIO NETWORK.

WTAM1100

▲ FOX

• # ±0: #SPORTS NET

# 2003 TRIBE PROMOTIONAL DAYS

**FLAGSHIP** 

STATION:

#### Key/Legend

HOME

□ AWAY

u = Youngsters 14 & under v = First 2.500 fans only				B= All fan	1000			to be announced later	
	v = Fi	rst 2,	500 fa	ns only	P= All fan	s (Om	ar's a	rtistic	depictions of teammates
	Apr. Apr.	7 9	CWS CWS	Opening Day Giant Eagle Ma Schedule	gnet	June June		CIN	OfficeMax Fireworks Ohio Bicentennial Celebration
	Apr.	10	cws		gnet	June	29	CIN	Kids' Fun Day/Kids Run the Bases u
	Apr.	11	KC	Fireworks		July8	-10	NY	Showcase Series
	Apr.	12	KC	KeyBank C.C. S	abathia	July	11	<b>CWS</b>	Fireworks
				Rubber Duck u		July	12	<b>CWS</b>	Omar Print #2 P
	Apr.	13	KC	Medical Mutual Burks Bobblehe		July	13	CWS	Turn Back the Clock/ Senior Stroll o
	May	2	TEX	Fireworks		July	25	MIN	Eddie Murray Hall of
	May	3	TEX	AmeriTemps Or	nar				Fame Mini Figurine B
				Print #1 P		July	26	MIN	Mousepad B
	May	4	TEX	Kids Run the Ba		July	27	MIN	Camera Day v
	May	16	OAK	Verizon Wireles		Aug.	8	ANA	FirstEnergy Fireworks
				Vizquel Mini Fig		Aug.	9	ANA	Omar Print #3 P
	May	17	OAK	Sugardale Omar	Vizquel	Aug.	10	ANA	Kids Run the Bases u
	May	18	OAK	Rubber Duck u KeyBank Omar		Aug.	15	ТВ	Brian Anderson Mini Figurine B
	B.f	20	cws	Talking Bobblet Best Cuts Firew		Aug.	16	TB	Kids' Lunch Cooler u
	May	30	CWS		Orks	Aug.	17	TB	Kids' Backpack u
	May	31	CM2	Ellis Burks Rubber Duck u		Aug.	29	TOR	Fireworks
	June	1	cws	Dodge C.C. Sabathia/Josh I	Rard	Aug.	30	TOR	ty® Teenie Beanie Bopper u
				Dual Bobblehea		Aug.		TOR	Kids Run the Bases u
	June1	3-15	LA	Showcase Serie	es	Sept.		MIN	Fireworks
	June		LA	Giant Eagle Far	nilies	Sept	13	MIN	CD/DVD Case B
				Run the Bases		Sept.	14	MIN	Cap Day B
	June2	27-29	CIN	Showcase Serie	es	Sept.	21	BOS	Fan Appreciation Day/Kids Run Bases u

## THE BOBBLEHEADS ARE BACK ...

The Indians have an exciting assortment of bobblehead giveaways this season at Jacobs Field. Bobbleheads are given away to all youngsters 14 and under.

Ellis Burks Bobblehead
presented by Medical Mutual – April 13 vs. Kansas City
Omar Vizquel Talking Bobblehead
presented by KeyBank – May 18 vs. Oakland
C.C. Sabathia/Josh Bard Dual
Bobblehead presented by Dodge – June 1 vs. Chicago

### **WAHOO DUCKS**

The Wahoo Ducks are a fun, new giveaway item for the 2003 season at Jacobs Field. Each player duck features an incredible likeness of Tribe players C.C. Sabathia, Omar Vizquel, and Ellis Burks.

C.C. Sabathia Wahoo Rubber Duck presented by KeyBank – April 12 vs. Kansas City Omar Vizquel Wahoo Rubber Duck presented by Sugardale – May 17 vs. Kansas City Ellis Burks Wahoo Rubber Duck – May 31 vs. Chicago

### **OMAR PRINTS**

A talented artist, Omar Vizquel painted several depictions of various teammates ... and the Tribe is giving away prints of the finished paintings! Enjoy the talented shortstops talents on and OFF the field! The print giveaway dates are presented by AmeriTemps on May 3, July 12, and August 9.

# FOLLOW THE INDIANS

<u>"On</u> the Air"

Indians Flagship Station



Indians Cable TV



Indians Beat Writers
Paul Hoynes

Jim Ingraham Sheldon Ocker Tom Hamilton Mike Hegan Matt Underwood Rick Manning John Sanders

Mike Hegan

The Plain Dealer Lake County News Herald Akron Beacon Journal Photo: Gregory Drezdzon

#### **ADDITIONAL SEATS**

Season Ticket Holders requesting additional seats should do so by calling your Account Executive at 216.420.HITS.

#### **FAN CONDUCT**

American League rules prohibit fans from entering the playing field, interfering with a ball in play, or negatively disrupting the game in any way. Those failing to comply will face immediate ejection from the Ballpark and possible arrest.

The Cleveland Indians encourage fan participation, but please remember that other fans, including children, are around you. Foul, abusive, socially unacceptable language and other behavior that offends public decency or morality will not be appreciated by other fans. Season tickets are a revocable license. An account holder is responsible for the behavior of those utilizing their season tickets. A season ticket account may be revoked at the discretion of the Cleveland Indians for any reason, including persistent violation of acceptable fan conduct.

#### RAIN CHECKS/CANCELED GAMES

Due to the capacity crowds we have here at Jacobs Field, a simple rained out ballgame can become a complex event. Specific rainout policies can vary pending the circumstances of each rainout game. As always, WE ASK THAT YOU, OR WHOMEVER YOU HAVE SHARED YOUR TICKETS WITH, REMEMBER TO HOLD ON TO THE ORIGINAL TICKET FROM A RAINED OUT GAME until a final policy has been announced for that particular game. Please remember that the original ticket may be necessary for exchange, credit, or admission to a rescheduled game.

#### POST SEASON TICKET PRIORITY

Full Season Ticket Holders will have the opportunity to purchase one Post Season ticket for each Full Season ticket held for all Division, American League Championship, and World Series games played at Jacobs Field in 2003. The Cleveland Indians plan to provide Full Season Ticket Holders with their same seat location for all Post Season games played at Jacobs Field in 2003, HOWEVER, due to our commitments to Major League Baseball, this cannot be guaranteed.

Partial Plan Ticket Holders (20-Game Plan) will have the opportunity to purchase one Post Season ticket per each 20-Game Ticket Plan held for one game in the Division Series, one game in the American League Championship Series, and one game in the World Series held at Jacobs Field in 2003. The Post Season games and seat locations for 20-Game Plan Ticket Holders will be determined at the sole discretion of the Cleveland Indians and announced at a later date.

Please note: The Cleveland Indians ask Season Ticket Holders to keep all unplayed Post Season tickets in a safe place until a policy is announced concerning possible credits or refunds.



**Photo: Gregory Drezdzon** 

# SPECIAL SEASON TICKET HOLDERS

#### Section at indians.com

The exclusive Season Ticket Holders Only area within the Ticket Section gives you information on the following:

Lost Ticket Policy
Stolen Ticket Policy
Company/Corporate-Owned Tickets Policy
Ticket Ownership Policy
Rain Checks/Canceled Games Information
And Much More...

And during payment periods for season and post season tickets, you can conveniently pay online here as well.

Call an Account Executive today at 216.420.HITS or visit Indians.com for information on group outings, nightly Team Suite rentals, Gameday rentals, and tickets.

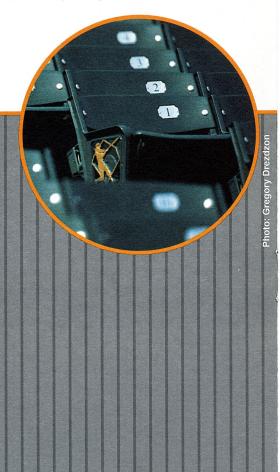




Photo: Gregory Drezdzon

# EXCHANGE DATES FOR UNUSED SEASON TICKETS

Full Season ticket holders have an opportunity to exchange unused tickets for up to six (6) games during the 2003 season.

Full Season Tickets Holders must return unused tickets after the game has been played and the season ticket holder of record will be entitled to tickets to each of the six selected games.

#### **Exchange Daties**

Tuesday, April 29 vs. Anaheim Thursday, May 22 vs. Detroit Thursday, June 26 vs. Kansas City Thursday, July 24 vs. Detroit Thursday, August 28 vs. Detroit Thursday, September 18 vs. Kansas City

The seat location will be Upper Deck Seating only, subject to availability.

All requests will be processed on a first-come first-served basis. Tickets can be mailed or "exchanged" in person at the Jacobs Field Main Box Office from 9:00am-5:00pm Monday – Friday. Exchanges can be made up to 24 hours prior to the "exchange" game.

Ticket exchange would be for one game, same number of tickets equal to the number of Full Season tickets, for one of the six exchange dates.

Tickets can be left at Will Call or can be picked up at the Box Office during business hours once processed. A minimum of 24 hours is required to process the exchange.

No rights are guaranteed in the event of a rainout on an exchange game.